



Lead Microcomputer Analyst

Department: Information Systems Technology

EEO Code: 22

Class Code: 1373

FLSA: E

Effective: 01/07/1996

GENERAL STATEMENT OF DUTIES:

Under direction; performs work of considerable difficulty in providing support in the area of software usage, maintenance upgrades, and evaluation as well as support of microcomputer hardware in the areas of installation, problem diagnosis, evaluation and selection; configures and administers the Novell Network; and performs other work as required.

SPECIFIC STATEMENT OF DUTIES:

Administers the Novell Network; provides business analysis and solutions for complex micro computer solutions and networked systems; provides support, problem identification and trouble shooting for hardware and software, servers, Remote Access Devices and communications equipment; provides installation and set-up of microcomputers, peripherals and software as well as software upgrades for County microcomputers; provides group and/or one-on-one training to microcomputer users on vendor supplied software; diagnoses and solves hardware and software compatibility problems; researches, evaluates and recommends hardware and vendor supplied software; programs and maintains applications for end users; completes inventory for all County microcomputer hardware and software; reviews trade journal and publications to maintain current industry standards; and performs other work as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

Considerable knowledge of microcomputer component configuration, software and hardware installations and deciphering source code; of Token Ring configurations, Bridges and Novell; good knowledge of Unix, OS/2 and DOS.

Considerable skill in developing and maintaining good working relationships with internal and external customers.

MINIMUM EDUCATION AND EXPERIENCE:

Associate's degree in information systems or related field and five years of PC networking experience (or) bachelor's degree in computer science or related field and three years of PC networking experience; or an equivalent combination of training and experience.

ADDITIONAL REQUIREMENTS:

None.

<p>This class specification is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.</p>
